

# Meeting Minutes

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## Redding/Chico August 3<sup>rd</sup> Outage

**Meeting Date:** August 30, 2004

**Time:** 9:00am

**Location:** Department of General Services Telecommunications Division  
630 Sequoia Pacific Blvd. Sacramento  
Conference Room 115A/B

**Participants:** **Health & Human Services Data Center** (Ron Onodera, Rich Hall); **Teale Data Center** (Davood Ghods, Barbara Garrett); **Department of General Services Telecommunications Division** (Sandra Bierer, Wes Nitta, Joanne Lord, Diane Williams, Pauline Tsumura); **MCI** (Bill Woodruff, Mark Roese, Ken Burdine); **SBC** (Joe Foster, Steve Szymanski). **CHP** and **CalTrans** were unable to attend.

### Agenda Items:

#### A. Review the August 3<sup>rd</sup> Redding/Chico Outage.

Joe Foster/Steve Szymanski:

The specific area affected by the August 3, 2004 outage was the SBC/MCI handoff in the Redding/Chico area. This small segment of the network is redundant but not diverse. The outage lasted approximately 24 hours due to the uniqueness of the outage, extent of the damage (affected the primary and redundant fiber), difficulty in identifying the cause, and backwoods terrain that hindered restoration efforts.

The good news is that outages of this nature are rare, and the current state network is very stable. In addition, the state network has redundancy, and diversity in most locations. It was noted that no network in the state (public or private) is known to be 100% diverse, and this is especially true in the more rural areas. Network maps were shared and discussed.

#### B. CALNET sites with a similar single point of failure concern.

Ken Burdine/Steve Szymanski:

Monterey/Salinas, San Luis Obispo, and Bakersfield also have similar potential single points of failure. Like Redding/Chico, network diversity is lacking in the handoffs between SBC and MCI in these areas.

#### C. What has DGS, SBC and MCI done in response to the August 3<sup>rd</sup> outage?

- Solutions - Ken Burdine and Steve Szymanski

SBC/MCI researched all feasible alternatives, and identified two choices to resolve the issue in the Redding/Chico area:

- Lease a diverse circuit from a third-party carrier
- Tunnel the DS3 traffic virtually through SBC Long Distance

▪ Commitments

DGS-TD, MCI, and SBC are committed to adding diversity in the Redding/Chico area through a leased circuit (quicker and simpler ). This project should be completed within 60 days.

The team will continue to explore the best options to remedy the other locations in parallel with the Redding/Chico project. This research will verify the true diversity, scalability, and costs of the options in the above areas. All above locations are targeted to have diversity added by the end of 2004.

#### D. Customer Feedback

Those in attendance agreed with the approach and the deadlines set. Information as noted in the “Next Steps” below is to be shared by participants with their customers.

The participants were invited to continue to participate in solutions now and in the future as major network issues arise, and are encouraged to contact DGS/TD at any time if there are questions, concerns, suggestions or requests. Contact Wes Nitta at 916-657-9849 or Kari McConnell at 916-657-9155.

#### E. Next Steps

- Complete the Redding/Chico project within 60 days.
- Complete the research needed to verify true diversity, scalability and costs for the three remaining locations.
- Complete all remaining locations by the end of 2004.
- Email to the invitees and participants of this meeting, and do a web posting to be completed by **COB 9/13/04**. This will update everyone on the progress of the Redding/Chico diversity project and provide status on the other named locations.
- Additional emails and web postings will be provided as each project is completed.
- Web postings will be to [www.dgs.ca.gov/td](http://www.dgs.ca.gov/td) Click on “Network Services”, then “What’s New in ONS”. Subscription service to this page is available.